

**Service: GTA Gateway Services**

**Service Line:** Video Communications

**Status:** In production

**General Description:**

GTA provides video conferencing for customers needing video conferencing capabilities where ISDN long distance charges are applied. The GTA gateway acts as a bridge service; it can support a Georgia Video Network Services (GVNS) video site connecting to an off-net site as well as GVNS multi-point connection with an off-net site. If multiple off-net sites need to participate in the call, GTA can arrange an external multi-point connection through a third party vendor. GTA will bill the site for this service.

GVNS video sites acquiring ISDN Long Distance charges will be billed by GTA.

When an "off-net" site is making the call to the GVNS video network, the site will use the GVNS services supported by Applied Global Technologies (AGT). Also, when a GVNS site is connecting via the Internet, the site will use the GVNS services supported by AGT services. There are no additional costs for these AGT services.

You can schedule gateway services by contacting the GVNS Technical Coordinator at 404-651-5860.

**Service Level Targets:** None

**Availability:**

Conferencing is available statewide, 7 a.m. to 9 p.m. daily. Weekend conferences must be scheduled with GTA at least four business days in advance.

**Limitations:**

Limited to sites with the necessary video equipment

**Prerequisites:**

Customers should have established a Service Agreement with GTA to use this GTA service. Contact your GTA Account Manager by calling GTA Solutions Marketing (404) 651-6964 or e-mail [gtasolutionsmrktg@ga.gov](mailto:gtasolutionsmrktg@ga.gov) to initiate service.

**Pricing / Charges:**

- \$45 per hour with one hour minimum
- ISDN Long distance charges at 60 cents per minute for a 384kbs call
- International calls vary based on country
- Long distance phone add-in at 10 cents per minute
- Any third party vendor charge

**Service Components or Product Features Included in Base Price:**

- Worldwide connectivity
- Ability to connect up to four off-net sites (without using a third party bridging service)
- Scheduling
- Pre-conference testing
- Conference test time
- Conference monitoring

**Options Available for an Additional Charge:**

- Telephone call add-in - 10 cents per minute if GTA is required to dial Long Distance
- Satellite feed capturing - \$45 per hour if this is the only application for that particular event (or video conferencing).
- Webcasting of video conference content - \$45 per hour because use of the Gateway resources is required.
- Webcasts are encoded by GTA for \$45 per hour. GTA encodes webcasts for archiving at Georgia Public Broadcasting (GPB). Contact the GVNS Technical Coordinator at 404-651-5860 for Webcast service.

For GPB's rates for encoding and archiving (storing), please see GPB's web site at [www.gpb.org](http://www.gpb.org).

**Service Components or Product Features Not Included:**

Archiving of customer video conferences (GPB can provide)

**What GTA Provides:**

- Technical resources
- Gateway equipment
- Billing services

**What the Customer Provides:**

- Terminating information, such type of codec, required bandwidth, telephone numbers, and site contact names
- Billing information
- Scheduling information, such as date and time of services

**Service Support:**

For problem reporting, contact the GTA GVNS Technical Coordinator at 404-656-5860.

**Service Issue Escalation:**

To escalate service or contract issues, contact the Video Product Manager at 404-656-2919.

**Benefits / Advantages:**

Professional experience and “off-net” technical knowledge of GTA video staff.

**How to Start this Service:**

Contact the GVNS Technical Coordinator at 404-651-5860.

**Related Services and Products:**

Georgia Video Network Services (GVNS)

**Other Information:**

None

**Terms and Definitions:**

None